

LIHP eConsult Program

Overview for Specialists



What is eConsult?

eConsult is a telehealth process enabling primary care providers (PCPs) to consult remotely and conveniently with specialists. eConsult has successfully reduced the need for face-to-face office visits by facilitating efficient and secure exchange of information to meet clinical needs. eConsult alleviates common problems experienced by PCPs and specialists, such as:

- Poor communication between specialists and PCPs
- Partial or incomplete pre-visit work-ups
- Unnecessary referrals
- High “no show” rates
- Difficulty to use legacy referral systems
- Insufficient capacity to meet current demand for face-to-visits

Benefits of eConsult

- Improved health outcomes with earlier specialist intervention
- Improved communication between PCPs and specialists
- Improved pre-visit work-ups
- Decrease in unnecessary/inappropriate specialty referrals
- Improved patient satisfaction due to decreased wait time for specialty appointment
- Reduced “no-show” rates

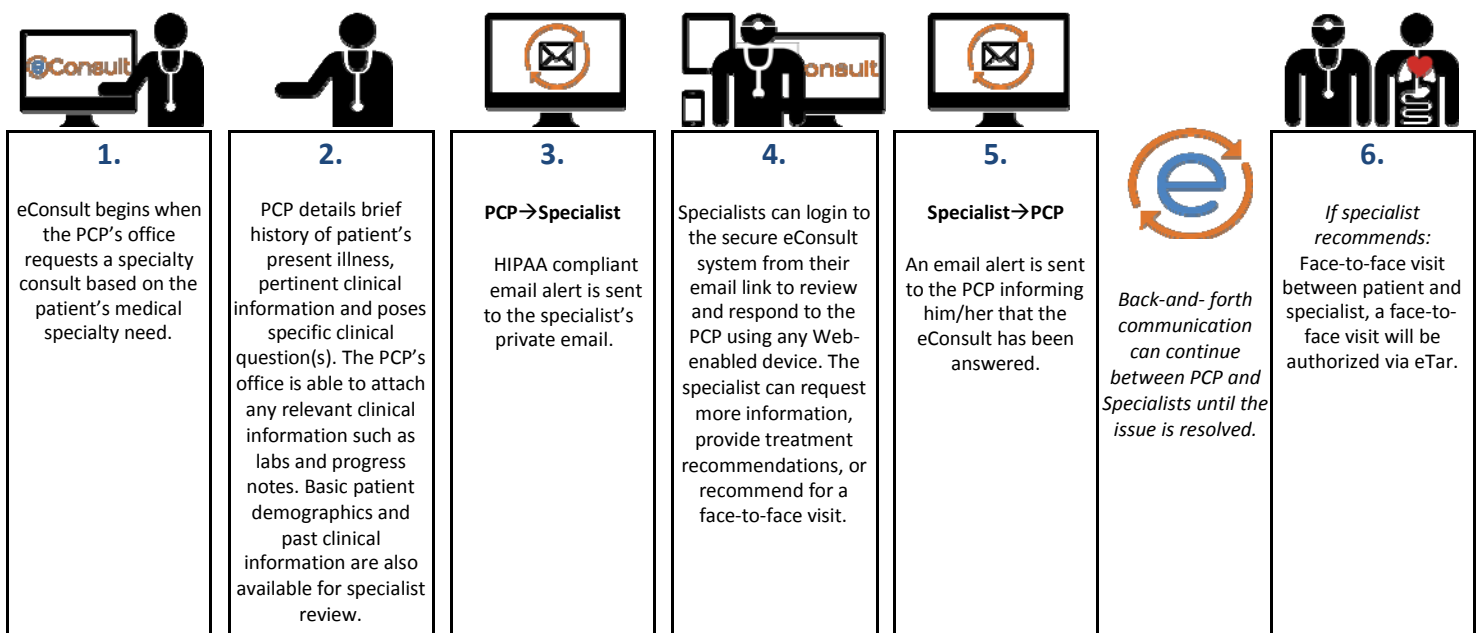
This expansion of eConsult to the LIHP in 2012 demonstrated:

- Approximately 84% reduction in wait time for appointments.
- Out of 341 specialty face-to-face referral requests, nearly 60% (202) were appropriately addressed and resolved by eConsult and did not result in face- to-face visits.
- An easy to use and flexible system allowing specialists to respond to eConsult email alerts in three days or less.
- An average of 2.80 exchanges between specialist and PCP prior to close.
- Reimbursement rate for each consult is \$48.64 and is separate of any payment for in-person consultations.

Current Specialties

- Endocrinology
- Hepatology
- Neuro Surgery
- Orthopedic
- Podiatry
- Pain Management
- Psychiatry

How does eConsult Work?



If you are interested, contact Cindy Bush at (858) 495-1373 for more information.